

*family*

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### Abstract

These notes were taken by Wendy McGlynn, a parent who attended a seminar in 1991 on Brokerage by Michael Kendrick (Director of the Institute for leadership and Community Development, Massachusetts). They list 12 points which Kendrick cited as difficulties with the service brokerage system. **Keyword: Individualisation**

# BROKERAGE

## Points made by Michael Kendrick, April, 1991

Brokerage is:

- a mechanism
- highly dependent on the value of the person operating the mechanism.

Brokerage is:

1. Poorly typified and standardised leading to various confusing images of it.
2. Most brokerage models are highly dependent on the positiveness of the values of those pursuing or implementing them. (Values are most important.)
3. Most 'brokerage' models 'assume' plentiful comprehensive services being available once individual funding is guaranteed. (Unfortunately, service is often not there, and money can't buy it.)
4. Most 'brokerage' models do not have independent, individualised funding attached to them, thereby rendering them to be involuntary goal setting endeavours.
5. Most 'brokers' cannot be hired, supervised or dismissed by service users and/or their families.
6. Even with individualised funding it is unlikely that a substantial number of individual service users and their families would be successful at service 'package' negotiations. (Consumers are not necessarily good negotiators; service providers are much better negotiators.)
7. Most service 'brokerage' models do not adequately come to terms with the reality that community services are difficult to direct, even with authority, funding and experience. (Brokerage doesn't necessarily make it any easier or manage the model of service.)

8. Many agencies taken with the idea of service brokerage bring their supplementary agendas to the issue that complicates their involvement, eg conflicts of interest, differences in value.
9. The process is infinitely complex and often difficult to achieve without trading off very important matters for the person.
10. Virtually none of the published material on 'brokerage' addresses what are the crucial safeguards to ensure fidelity to the person.
11. Service brokerage is highly dependent on the quality, etc. of leaders of the organisation that auspices it.
12. Service brokerage lacks ample demonstration track record in order to properly evaluate its claims. ("It too will pass.")